| Resource Unit                    | Schedule 4.3 Cross-<br>Reference/Service Framework<br>Component ** | Unit of Measure          | Pricing                               | Decomposition (specific cost detail breakouts)   | Resource Unit Fee | Component Fee | Description of Components   |
|----------------------------------|--|--------------------------|---------------------------------------|--|-------------------|---------------|---|
| resource out                     | Desktop Services - Personal Computing                              |                          | * * * * * * * * * * * * * * * * * * * | (special control of the control of t |                   |               | p   |
| Standard PC                      | ServicesSection 4.4  | Standard PC              | Fixed monthly fee per unit            |  | \$ 92.35          |               |   |
|                                  |  |                          |                                       | Hardware   |                   | \$ 42.30      |   |
|                                  |  |                          |                                       | Hardware maintenance   |                   | \$ 7.36       |   |
|                                  |  |                          |                                       | Software license   |                   | \$ 8.38       |   |
|                                  |  |                          |                                       | Software maintenance   |                   | \$ 20.11      |   |
|                                  |  |                          |                                       | IMAR's   |                   | \$ 11.08      |   |
|                                  |  |                          |                                       | Desktop Application Directory Maintenance  |                   | \$ 0.69       |   |
|                                  |  |                          |                                       | Printer Maintenance  |                   | \$ 2.42       |   |
| CWS/CMS PC                       | Desktop Services - Personal Computing<br>ServicesSection 4.4       | CWS/CMS PC               | Fixed monthly fee per unit            |  | \$ 57.00          |               |   |
|                                  |  |                          |                                       | Hardware   |                   | \$ 0.04       |   |
|                                  |  |                          |                                       | Hardware maintenance   |                   | \$ 8.38       |   |
|                                  |  |                          |                                       | Software license   |                   | \$ 9.54       |   |
|                                  |  |                          |                                       | Software maintenance   |                   | \$ 22.90      |   |
|                                  |  |                          |                                       | IMAR's   |                   | \$ 12.61      |   |
|                                  |  |                          |                                       | Desktop Application Directory Maintenance  |                   | \$ 0.79       |   |
|                                  | Deditor Comics - December 2  |                          |                                       | Printer Maintenance  |                   | \$ 2.76       |   |
| CalWin PC                        | Desktop Services - Personal Computing<br>ServicesSection 4.4       | CalWin PC                | Fixed monthly fee per unit            |  | \$ 57.00          |               |   |
|                                  |  |                          |                                       | Hardware   |                   | \$ 0.04       |   |
|                                  |  |                          |                                       | Hardware maintenance   |                   | \$ 8.38       |   |
|                                  |  |                          |                                       | Software license   |                   | \$ 9.54       |   |
|                                  |  |                          |                                       | Software maintenance   |                   | \$ 22.90      |   |
|                                  |  |                          |                                       | IMAR's   |                   | \$ 12.61      |   |
|                                  |  |                          |                                       | Desktop Application Directory Maintenance  |                   | \$ 0.79       |   |
| Engineering Work Station         | Desktop Services - Personal Computing<br>ServicesSection 4.4       | Engineering Work Station | Fixed monthly fee per unit            |  | \$ 148.56         |               |   |
|                                  |  |                          |                                       | Hardware   |                   |               | This represents the costs of acquiring assets to support the Refresh tasks. Quotations were obtained from Original Equipment Manufacturers for the hardware that meets the County's standards. The amount included in the Price reflects the monthly depreciation for refresh cycle 4 years (refresh cycle of a Standard PC).  This element comprises break-fix services, primarily labor and parts. Based on our experience and industry standards, we had made an assumption on failure rates of the hardware and the lew |
|                                  |  |                          |                                       | Hardware Maintenance/Break-Fix   |                   | 10.08         | of effort and resources (e.g., spare parts and other consumables) required to perform the repair<br>services on a per call basis.   |
|                                  |  |                          |                                       | Software License   |                   |               | Software licenses include the cost of software license upgrades/refresh. The value is determined by quotations received from software vendors/manufacturers. Based on the Refresh Cycle of 4 years for Standard PCs, the aggregated cost is then apportioned over the baseline volume of Standard PCs.  |
|                                  |  |                          |                                       | Software Break-Fix   |                   |               | This comprises costs associated with the labor and resources for desk-side/Level 2 support.  Based on our experience and industry standards, we had made an assumption on PC failure rate and the level of effort and resources required to perform the repair services on a per call basis.  |
|                                  |  |                          |                                       | IMAR's   |                   | 14.10         | IMAR costs are Labor associated with IMAR's. Based on our experience and industry standards, and the number of expected IMAR's per year (refresh activities considered), we were able to compute the level of effort required.  |
|                                  |  |                          |                                       | Refresh Support  |                   | 6.41          | Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing<br>activities, imaging, hardware delivery to County site, provide install services, removal of old PC<br>and any boxes and packing materials.  |
|                                  |  |                          |                                       | Desktop Application Directory Maintenance  |                   | 10.30         | This represents the labor, equipment and software costs associated with operating the Desktop<br>Service Office, which provides centralized control of all desktop services, Model Office, and<br>automated software distribution.  |
| Enhanced Engineering Workstation | Desktop Services - Personal Computing<br>ServicesSection 4.4       | Engineering Workstation  | Fixed monthly fee per unit            |  | \$ 149.82         |               |   |
|                                  |  |                          |                                       | Hardware   |                   | 83.91         |   |
|                                  |  |                          |                                       | Hardware Maintenance/Break-Fix   |                   | 10.08         |   |
|                                  |  |                          |                                       | Software License   |                   | 9,56          |   |
|                                  |  |                          |                                       | Software Break-Fix   |                   | 15.46         |   |
|                                  |  |                          |                                       | IMAR's   |                   | 14.10         |   |
|                                  |  |                          |                                       | Refresh Support  |                   | 6.41          |   |
|                                  |  |                          |                                       | Desktop Application Directory Maintenance  |                   | 10.30         |   |
| L                                | 1  |                          |                                       | Desired Application Directory Manifestance   |                   | 10.30         | l .   |

|  | In the design and the   | DOGG DO / St. C. L. L |                              | I  |           | 1        |        | T  |
|--|---|-----------------------|------------------------------|--|-----------|----------|--------|--|
| DOGG DO ( SI S I I I I I I I I I I I I I I I I | Desktop Services - Personal Computing<br>Services - Section 4.4 | IMAR)                 | F 1 41 6 5                   |  | \$ 52.:   | 27       |        |  |
| DCSS PC (with refresh and IMAR)                | Services - Section 4.4  | IMAK)                 | Fixed monthly fee per unit   | Hardware (Refresh Labor)   | \$ 52     | 21       | 4.85   |  |
|  |   |                       |                              |  |           | \$       | 8.38   |  |
|  |   |                       |                              | Hardware maintenance<br>Software license   |           | 3        | 8.38   |  |
|  |   |                       |                              |  |           |          | 22.90  |  |
|  |   |                       |                              | Software maintenance<br>IMAR's   |           | \$       | 12.61  |  |
|  |   |                       |                              |  |           | \$       |        |  |
|  |   |                       |                              | Desktop Application Directory Maintenance  |           | \$       | 0.77   |  |
|  |   |                       |                              | Printer Maintenance  |           | \$       | 2.76   |  |
|  | Desktop Services - Personal Computing                           |                       |                              |  | 0 107.4   | -        |        |  |
| Laptops  | ServicesSection 4.4   | Laptop                | Fixed monthly fee per unit   |  | \$ 137.46 | )        |        |  |
|  |   |                       |                              |  |           |          |        | This represents the costs of acquiring assets to support the Refresh tasks. The amount include   |
|  |   |                       |                              | Hardware   |           |          | 59.52  | in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a<br>Laptops).  |
|  |   |                       |                              | Hardware Maintenance/Break-Fix   |           |          |        | This element comprises break-fix services, primarily labor and parts.  |
|  |   |                       |                              | Hardware Maintenance/Break-F1X   |           | _        | 1.63   | 11 1   |
|  |   |                       |                              |  |           |          |        | Software licenses include the cost of software license upgrades/refresh. Based on the Refresh<br>Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of  |
|  |   |                       |                              | Software License   |           |          | 18 24  | Laptops.   |
|  |   |                       |                              | Software Eicense   |           |          | 10.24  | Laprops.   |
|  |   |                       |                              | Software Break-Fix   |           |          | 20.46  | This comprises costs associated with the labor and resources for desk-side/Level 2 support.  |
|  | <u> </u>  |                       |                              | IMAR's   | +         | +        |        | IMAR costs are Labor associated with IMAR's.   |
|  | +   | <del> </del>          |                              | 11711 115 5  | +         | +        | 11.10  | INTERCOOLS AIC LAUUI ASSOCIATED WITH HYPER S.  |
|  |   |                       |                              |  |           | 1        |        | Potrock Support represents the labor to conductifundstimiting I1   |
|  |   |                       |                              | 1  |           | 1        |        | Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousi activities, imaging, hardware delivery to County site, provide install services, removal of old |
|  |   |                       |                              | Refresh Support  |           |          | 0.00   | Laptop and any boxes and packing materials.  |
|  |   |                       |                              | Kerresii Support   |           |          | 7.77   | This represents the labor, equipment and software costs associated with operating the Desktop  |
|  |   |                       |                              |  |           |          |        | Service Office, which provides centralized control of all desktop services, Model Office, and  |
|  |   |                       |                              | Desktop Application Directory Maintenance  |           |          | 10.30  |  |
| Ruggedized Laptops                             | Desktop ServicesSection 4.4                                     | Laptop - Rugged       | Fixed monthly fee per unit   | Desktop Application Directory Mannenance   | \$ 208.56 | <b>S</b> | 10.50  | automated potriale distribution.   |
| Ruggedized Laptops                             | Desktop ServicesSection 4.4                                     | Laptop - Rugged       | Fixed monthly fee per unit   |  | \$ 208.30 | )        |        |  |
|  |   |                       |                              |  |           |          |        | This represents the costs of acquiring assets to support the Refresh tasks. The amount include   |
|  |   |                       |                              | Hardware   |           |          | 127.20 | the cost of the hardware amortized over three years (refresh cycle of a Laptops).  |
|  |   |                       |                              | Hardware Maintenance/Break-Fix   | -         |          |        | This element comprises break-fix services, primarily labor and parts.  |
|  |   |                       |                              | Hardware Maintenance/Break-Fix   | -         |          | 11.10  | 11 7   |
|  |   |                       |                              |  |           |          |        | Software licenses include the cost of software license upgrades/refresh. Based on the Refresh  |
|  |   |                       |                              | Software License   |           |          | 18.24  | Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of<br>Laptops.   |
|  |   |                       |                              | Software License   |           |          | 10.24  | Laptops.   |
|  |   |                       |                              | Software Break-Fix   |           |          | 20.46  | This comprises costs associated with the labor and resources for desk-side/Level 2 support.  |
|  |   |                       |                              | IMAR's   | -         |          |        | IMAR costs are Labor associated with IMAR's.   |
|  |   |                       |                              | IMAKS  |           |          | 11.10  | INFAR COSts are Labor associated with INFAR S.   |
|  |   |                       |                              |  |           |          |        |  |
|  |   |                       |                              |  |           |          |        | Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehoust   |
|  |   |                       |                              | Refresh Support  |           |          | 0 00   | activities, imaging, hardware delivery to County site, provide install services, removal of old<br>Laptop and any boxes and packing materials.   |
|  |   |                       |                              | Refresh Support  |           |          | 7.77   | This represents the labor, equipment and software costs associated with operating the Desktop  |
|  |   |                       |                              |  |           |          |        | Service Office, which provides centralized control of all desktop services, Model Office, and  |
|  |   |                       |                              | Desktop Application Directory Maintenance  |           |          | 10.30  |  |
| Convertible Tablet                             | Desktop ServicesSection 4.4                                     | Convertible Tablet    | Fixed monthly fee per unit   | Desktop Application Directory Maintenance  | \$ 162.   | 3.4      | 10.50  | automated Software distribution.   |
| Contendor Tablet                               | Desktop Services-Section 4.4                                    | Conveniore rapiet     | . ixed monarry fee per dilit | 1  | y 102     |          |        | This represents the costs of acquiring assets to support the Refresh tasks. The amount include   |
|  |   |                       |                              |  |           |          |        | in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a   |
|  |   |                       |                              | Hardware   |           |          | 81.07  | Tablets).  |
|  | <del>-  </del>  |                       |                              | Hardware Maintenance/Break-Fix   |           |          |        | This element comprises break-fix services, primarily labor and parts.  |
|  | <u> </u>  |                       |                              | The Manual Control of the Control of |           |          | .1.10  | Software licenses include the cost of software license upgrades/refresh. Based on the Refresh  |
|  |   |                       |                              |  |           |          |        | Cycle of 3 years for Tablets, the aggregated cost is apportioned over the baseline volume of   |
|  |   |                       |                              | Software License   |           |          | 18.24  | Tablets.   |
|  | <del>-  </del>  |                       |                              |  |           |          | -0.21  |  |
|  |   |                       |                              | Software Break-Fix   |           |          | 20.46  | This comprises costs associated with the labor and resources for desk-side/Level 2 support.  |
|  | <del>-  </del>  |                       |                              | IMAR's   |           |          |        | IMAR costs are Labor associated with IMAR's.   |
|  | <del>-  </del>  |                       |                              | · ·  |           |          | -1.10  |  |
|  |   |                       |                              | 1  |           |          |        | Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousi   |
|  |   |                       |                              |  |           |          |        | activities, imaging, hardware delivery to County site, provide install services, removal of old  |
|  |   |                       |                              | Refresh Support  |           |          | 9.99   | Tablet and any boxes and packing materials.  |
|  |   |                       |                              |  |           |          |        | This represents the labor, equipment and software costs associated with operating the Desktop  |
|  |   |                       |                              |  |           |          |        | Service Office, which provides centralized control of all desktop services, Model Office, and  |
|  |   |                       |                              | Desktop Application Directory Maintenance  |           |          | 10.30  | automated software distribution.   |
|  |   |                       |                              | 1 11   |           |          |        |  |
|  | D1 S D1 G   |                       |                              | 1  |           |          |        |  |
|  |   |                       |                              |  |           |          |        |  |
| DCSS Lanton (with refrech and IMAR)            | Desktop Services - Personal Computing                           | DCSS Lanton           | Fixed monthly fee nor unit   |  | \$ 62.07  | 1        |        |  |
| DCSS Laptop (with refresh and IMAR)            | Services - Personal Computing                                   | DCSS Laptop           | Fixed monthly fee per unit   | Hardware (Refresh Labor)   | \$ 63.94  | 1        | 4.85   |  |

|                    |   |        |                            | Hardware maintenance                      |          | \$ 10.4  | 4  |
|--------------------|---|--------|----------------------------|---|----------|----------|--|
|                    |   |        |                            | Software license                          |          |          |  |
|                    |   |        |                            | Software maintenance                      |          | \$ 28.5  | 3  |
|                    |   |        |                            | IMAR's                                    |          | \$ 15.7  | 1  |
|                    |   |        |                            | Desktop Application Directory Maintenance |          | \$ 0.9   | 8  |
|                    |   |        |                            | Printer Maintenance                       |          | \$ 3.4   | 4  |
| Engineering Laptop | Desktop Services - Personal Computing<br>Services | Laptop | Fixed monthly fee per unit |   | \$209.69 |          |  |
|                    |   |        |                            |   |          |          | This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years   |
|                    |   |        |                            | Hardware                                  |          | \$ 131.7 | 5 (refresh cycle of a Laptops).  |
|                    |   |        |                            | Hardware maintenance/breakfix             |          | \$ 7.8   | 5 This element comprises break-fix services, primarily labor and parts.  |
|                    |   |        |                            |   |          |          | Software licenses include the cost of software license upgrades/refresh. Based on the Refresh<br>Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of  |
|                    |   |        |                            | Software license                          |          | \$ 18.2  | 4 Laptops  |
|                    |   |        |                            | Software maintenance/Breakfix             |          | \$ 20.4  | 6 This comprises costs associated with the labor and resources for desk-side/Level 2 support.  |
|                    |   |        |                            | IMAR's                                    |          | \$ 11.1  | 0 IMAR costs are Labor associated with IMAR's.   |
|                    |   |        |                            | Refresh Support                           |          | \$ 9.9   | Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old 9 Laptop and any boxes and packing materials. |
|                    |   |        |                            | Desktop Application Directory Maintenance |          | \$ 10.3  | Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old 0 Laptop and any boxes and packing materials. |

|  | T T                                      |                  | 1                          |                               |          |     |        |  |
|--|--|------------------|----------------------------|-------------------------------|----------|-----|--------|--|
|  | Desktop Services - Personal Computing    |                  |                            |                               |          |     |        |  |
| Terminals  | ServicesSection 4.4                      | Terminal         | Fixed monthly fee per unit |                               | \$ 41.5  | _   |        |  |
|  |  |                  |                            | Hardware                      |          | \$  | -      |  |
|  |  |                  |                            | Hardware maintenance          |          | \$  | 8.53   |  |
|  |  |                  |                            | Software license              |          | \$  | -      |  |
|  |  |                  |                            | Software maintenance          |          | \$  | 18.42  |  |
|  |  |                  |                            | IMAR's                        |          | \$  | 12.83  |  |
| DCSS Printer   | Desktop ServicesSection 4.4              | DCSS Printer     | Fixed monthly fee per unit |                               | \$ 300.  |     |        |  |
|  |  |                  |                            | Maintenance                   |          | \$  | 17.12  |  |
|  |  |                  |                            | IMAR                          |          | \$  | -      |  |
|  |  |                  |                            | Refresh Labor, ODC            |          | \$  | 2.36   |  |
|  |  |                  |                            | Consumables (excluding paper) |          | \$  | 280.63 |  |
| Monochrome Network Workgroup Printer - Standard Format | i e                                      |                  |                            |                               |          |     |        |  |
| (abbreviated as "MNWP")                                | Desktop Services - Section 4.9           | MNWP             | Fixed monthly fee per unit |                               | \$ 93.   |     |        |  |
|  |  |                  |                            | Maintenance                   |          | \$  | 33.56  |  |
|  |  |                  |                            | IMAR                          |          |     |        |  |
|  |  |                  |                            | Refresh Hardware              |          | \$  | 55.95  |  |
|  |  |                  |                            | Refresh Labor, ODC            |          | \$  | 3.55   |  |
| Monochrome Network Workgroup Printer - Large Format    |  |                  |                            |                               |          |     |        |  |
| (11x17 capable)(abbreviated as "MNWP-LF")              | Desktop Services - Section 4.9           | MNWP-LF          | Fixed monthly fee per unit |                               | \$ 98.   |     |        |  |
|  |  |                  |                            | Maintenance                   |          | \$  | 26.94  |  |
|  |  |                  |                            | IMAR                          |          |     |        |  |
|  |  |                  |                            | Refresh Hardware              |          | \$  | 68.07  |  |
|  |  | <u> </u>         |                            | Refresh Labor, ODC            |          | \$  | 3.55   |  |
|  |  |                  |                            |                               |          |     |        |  |
| Monochrome Network High Volume Printer - Large Format  |  |                  |                            |                               |          |     |        |  |
| (11x17 capable) (abbreviated as"MNWP-LF-H")            | Desktop Services - Section 4.9           | MNWPL-FH         | Fixed monthly fee per unit |                               | \$ 188.3 | 28  |        |  |
|  |  |                  |                            | Maintenance                   |          | \$  | 57.76  |  |
|  |  |                  |                            | IMAR                          |          |     |        |  |
|  |  |                  |                            | Refresh Hardware              |          | \$  | 119.87 |  |
|  |  |                  |                            | Refresh Labor, ODC            |          | \$  | 10.65  |  |
| Color Network Workgroup Printer - Large Format         |  |                  |                            |                               |          |     |        |  |
| (abbreviated as "CNWP-LF")                             | Desktop Services - Section 4.9           | CNWP-LF          | Fixed monthly fee per unit |                               | \$ 276.3 | 28  |        |  |
|  |  |                  |                            | Maintenance                   |          | \$  | 120.65 |  |
|  |  |                  |                            | IMAR                          |          |     |        |  |
|  |  |                  |                            | Refresh Hardware              |          | \$  | 144.98 |  |
|  |  |                  |                            | Refresh Labor, ODC            |          | \$  | 10.65  |  |
| Color Network Workgroup Printer - Standard Format      |  |                  |                            |                               |          |     |        |  |
| (abreviated as "CNWP")                                 | Desktop Services - Section 4.9           | CNWP             | Fixed monthly fee per unit |                               | \$ 71.   | 13  |        |  |
| ,  | · ·                                      |                  | ĺ                          | Maintenance                   |          | \$  | 24.56  |  |
|  |  |                  | İ                          | IMAR                          |          | \$  | -      |  |
|  |  |                  |                            | Refresh Hardware              |          | \$  | 43.02  |  |
|  |  |                  |                            | Refresh Labor, ODC            |          | \$  | 3.55   |  |
|  | Network Services - Data Network          |                  |                            |                               |          |     |        |  |
|  | ServicesSection 5.4, Data Center         |                  |                            |                               |          |     |        |  |
|  | Services - Infrastructure Servers        |                  |                            |                               |          |     |        |  |
|  | Section 6.6, Network Services - Security |                  |                            |                               |          |     |        |  |
| End-User Data Jack                                     | ServicesSection 5.7                      | Active Data Jack | Fixed monthly fee per unit |                               | \$ 85.2  | 6   |        |  |
|  | 1  |                  | 1                          | Hardware                      |          | \$  | 18.62  |  |
|  | 1  |                  | ĺ                          | Hardware maintenance          |          | \$  | 26.05  |  |
|  | 1  |                  | ĺ                          | Software                      |          | \$  | 0.47   |  |
|  | 1  |                  |                            | Software maintenance          |          | \$  | 10.48  |  |
|  | 1  |                  |                            | IMAR's                        |          | \$  | 5.28   |  |
|  | j  |                  |                            | Circuits                      |          | \$  | 24.36  |  |
|  | j  |                  |                            |                               |          |     |        |  |
|  | Network Services - Remote Access         |                  |                            |                               |          |     |        |  |
|  | ServicesSection 5.5, Network Services    |                  |                            |                               |          |     |        |  |
| Remote Access  | - Security ServicesSection 5.7           | Active Account   | Fixed monthly fee per unit |                               | \$ 11.7  | 3   |        |  |
|  | ,  |                  | , and the second second    | Hardware                      |          | \$  | 1.06   |  |
|  |  |                  |                            | Hardware maintenance          |          | \$  | 3.05   |  |
|  |  |                  |                            | Software                      |          | \$  | 0.09   |  |
|  |  |                  |                            | Software maintenance          |          | \$  | 2.19   |  |
|  |  |                  |                            | IMAR's                        |          | \$  | 4.37   |  |
|  | 1  |                  |                            | Circuits                      |          | \$  | 0.98   |  |
| <u> </u>   | <u>.</u>                                 |                  |                            | 1                             |          | - · |        |  |

| A 1 B . W                           | Network Services - 3rd Party                                      |                |                             |                          | 6 020.12    |             |   |
|-------------------------------------|---|----------------|-----------------------------|--------------------------|-------------|-------------|---|
| 3rd-Party Network Access-Category 1 | NetworkAccess Services -Section 5.9                               |                | Fixed monthly fee per unit  |                          | \$ 929.12   |             |   |
|                                     |   |                |                             | Hardware                 |             | \$ 305.43   |   |
|                                     |   |                |                             | Hardware maintenance     |             | \$ 261.69   |   |
|                                     |   |                |                             | Software                 |             | \$ 152.71   |   |
|                                     |   |                |                             | Software maintenance     |             | \$ 29.07    |   |
|                                     |   |                |                             | IMAR's                   |             | \$ 180.21   |   |
|                                     |   |                |                             |                          |             |             |   |
|                                     | Network Services - 3rd Party                                      |                |                             |                          |             |             |   |
| 3rd-Party Network Access-Category 2 | NetworkAccess Services -Section 5.9                               |                | Fixed monthly fee per unit  |                          | \$ 292.82   |             |   |
|                                     |   |                |                             | Hardware                 |             | \$ 50.91    |   |
|                                     |   |                |                             | Hardware maintenance     |             | \$ 147.16   |   |
|                                     |   |                |                             | Software                 |             | \$ 25.45    |   |
|                                     |   |                |                             | Software maintenance     |             | \$ 16.35    |   |
|                                     |   |                |                             | IMAR's                   |             | \$ 52.95    |   |
|                                     |   |                |                             |                          |             |             |   |
|                                     | Network Services - 3rd Party                                      |                | 1                           |                          |             |             |   |
| 3rd-Party Network Access- Category3 | Network Services - Sid Faity NetworkAccess Services - Section 5.9 |                | Fixed monthly fee per unit  |                          | \$ 356.45   |             |   |
| Sid-Faity Network Access- Category5 | NetworkAccess Services - Section 5.9                              |                | Fixed monthly fee per unit  | Hardware                 | 3 330:43    | \$ 76.36    |   |
|                                     |   |                |                             | Hardware maintenance     |             |             |   |
|                                     |   |                | -                           |                          |             | \$ 158.61   |   |
|                                     |   |                |                             | Software                 |             | \$ 38.18    |   |
|                                     |   |                | <u> </u>                    | Software maintenance     |             | \$ 17.62    |   |
|                                     |   |                |                             | IMAR's                   |             | \$ 65.68    |   |
|                                     |   |                |                             |                          |             |             |   |
|                                     | Network Services - Mobility/Remote                                |                |                             |                          |             |             |   |
|                                     | Access ServicesSection 4.5, Network                               |                |                             |                          |             |             |   |
| Mobility VPN Access                 | Services - Security ServicesSection 5.7                           | Active Account | Fixed monthly fee per unit  |                          | \$21.10     |             |   |
|                                     |   |                |                             | Hardware                 |             | \$2.65      |   |
|                                     |   |                |                             | Hardware maintenance     |             | \$3.90      |   |
|                                     |   |                |                             | Software                 |             | \$3.40      |   |
|                                     |   |                |                             | Software maintenance     |             | \$5.26      |   |
|                                     |   |                |                             | IMAR's                   |             | \$5.03      |   |
|                                     |   |                |                             | Circuits                 |             | \$0.87      |   |
|                                     | Data Center Services -Application                                 |                | +                           | Circuit                  |             | ψ0.07       |   |
| Mainframe                           | ServersSection 6.5  | CPU Hour***    | Fixed monthly fee per unit  |                          | \$ 140.48   |             |   |
| Walliffalle                         | ServersSection 6.5  | CI O Hour      | 1 ixed monthly fee per unit | Hardware                 | \$ 140.40   | \$ 5.62     |   |
|                                     |   |                |                             | Operating system license |             | \$ 29.50    |   |
|                                     |   |                | -                           | Hardware Maintenance     |             |             |   |
|                                     |   |                |                             |                          |             |             |   |
|                                     |   |                | 1                           | Software maintenance     |             | \$ 99.74    |   |
|                                     | Data Center Services -Application                                 | _              | 1                           |                          |             |             |   |
| DEC VAX                             | ServersSection 6.5  | Server         | Fixed monthly fee per unit  |                          | \$ 2,784.17 |             |   |
|                                     |   |                |                             | Hardware                 |             | \$ -        |   |
|                                     |   |                |                             | Operating system license |             | \$ -        |   |
|                                     |   |                |                             | Hardware Maintenance     |             | \$ 1,085.82 |   |
|                                     |   |                |                             | Software maintenance     |             | \$ 1,698.34 |   |
|                                     | Data Center Services -Application                                 | <del></del>    |                             |                          |             |             |   |
| VMS Servers - Large                 | ServersSection 6.5  | Server         | Fixed monthly fee per unit  |                          | \$ 4,316.63 |             |   |
| ,                                   |   |                |                             | Hardware                 |             | \$ 2,503.65 |   |
|                                     |   |                |                             | Operating system license |             | \$ -        |   |
|                                     |   |                | †                           | Hardware Maintenance     |             | \$ 302.16   |   |
|                                     | 1   |                | +                           | Software maintenance     |             | \$ 1,510.82 |   |
| [                                   |   |                |                             | Software mannenance      |             | Ψ 1,710.62  | 1 |

|  | Data Center Services - Application |        | 1                           |                          |             |                                       |
|--|------------------------------------|--------|-----------------------------|--------------------------|-------------|---------------------------------------|
| VMS Servers - Medium                             | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 3,334.95 |                                       |
| VIVIS Servers - Iviedium                         | Servers-Section 6.5                | Berver | 1 ixed monthly fee per unit | Hardware                 | ų 3,334.93  | \$ 1,834.22                           |
|  |                                    |        |                             | Operating system license |             | \$ -                                  |
|  | +                                  |        |                             | Hardware Maintenance     |             | \$ 333.49                             |
|  | +                                  |        |                             | Software maintenance     |             | \$ 1,167.23                           |
|  | Data Center Services -Application  |        |                             | Software maintenance     |             | ū 1,107.25                            |
| VMS Servers - Small                              | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 1,984.49 |                                       |
| VIVIS Servers - Silian                           | ServersSection 6.5                 | Server | Fixed monthly fee per unit  | Hardware                 | 3 1,364.49  | \$ 1,151.01                           |
|  | +                                  |        |                             | Operating system license |             | \$ -                                  |
|  | +                                  |        |                             | Hardware Maintenance     |             | \$ 257.98                             |
|  | +                                  |        |                             | Software maintenance     |             | \$ 575.50                             |
|  | Data Garter Samilar Application    |        |                             | Software maintenance     |             | \$ 373.30                             |
| A G / 400  | Data Center Services -Application  |        | F: 1 41.6 :                 |                          | \$ 4,400.22 |                                       |
| AS/400   | ServersSection 6.5                 | Server | Fixed monthly fee per unit  | Hardware                 | \$ 4,400.22 |                                       |
|  |                                    |        |                             |                          |             | \$ -                                  |
|  |                                    |        |                             | Operating system license |             | \$ -                                  |
|  |                                    |        |                             | Hardware Maintenance     |             | \$ 2,464.13                           |
|  |                                    |        |                             | Software maintenance     |             | \$ 1,936.10                           |
|  | Data Center Services -Application  |        |                             |                          |             |                                       |
| Wintel Application Servers - Large               | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 2,251.23 |                                       |
|  |                                    |        |                             | Hardware                 |             | \$ 787.93                             |
|  |                                    |        |                             | Operating system license |             | \$ -                                  |
|  |                                    |        |                             | Hardware Maintenance     |             | \$ -                                  |
|  |                                    |        |                             | Software maintenance     |             | \$ 1,463.30                           |
|  | Data Center Services -Application  |        |                             |                          |             |                                       |
| Wintel Application Servers - Medium              | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 1,609.98 |                                       |
|  |                                    |        |                             | Hardware                 |             | \$ 482.99                             |
|  |                                    |        |                             | Operating system license |             | \$ -                                  |
|  |                                    |        |                             | Hardware Maintenance     |             | \$ -                                  |
|  |                                    |        |                             | Software maintenance     |             | \$ 1,126.99                           |
|  | Data Center Services -Application  |        |                             |                          |             |                                       |
| Wintel Application Servers - Small               | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 1,288.94 |                                       |
|  |                                    |        |                             | Hardware                 |             | \$ 360.90                             |
|  |                                    |        |                             | Operating system license |             | \$ -                                  |
|  |                                    |        |                             | Hardware Maintenance     |             | \$ -                                  |
|  |                                    |        |                             | Software maintenance     |             | \$ 928.04                             |
|  | Data Center Services -Application  |        |                             |                          |             |                                       |
| Wintel Application Preprod/Test Servers - Large  | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 1,685.13 |                                       |
|  |                                    |        |                             | Hardware                 |             | \$ 589.80                             |
|  | 1                                  |        |                             | Operating system license |             | \$ -                                  |
|  | 1                                  |        |                             | Hardware Maintenance     |             | \$ -                                  |
|  |                                    |        |                             | Software maintenance     |             | \$ 1,095.34                           |
|  | Data Center Services -Application  |        |                             |                          |             | , , , , , , , , , , , , , , , , , , , |
| Wintel Application Preprod/Test Servers - Medium | ServersSection 6.5                 | Server | Fixed monthly fee per unit  |                          | \$ 1,297.60 |                                       |
|  | Delivers Decision 6.5              | 50.101 | eu montary ree per unit     | Hardware                 | 1,277.00    | \$ 532.02                             |
|  | +                                  |        |                             | Operating system license |             |                                       |
|  | +                                  |        |                             | Hardware Maintenance     |             | S - S -                               |
|  | +                                  |        |                             | Software maintenance     |             | \$ 765.59                             |
| <u> </u>   |                                    |        | I .                         | DOTTWATE MAINTENANCE     |             | ψ 103.27                              |

|   | D. C. C. L. F.  |           |                            | T  | 1           |                        |   |
|---|---|-----------|----------------------------|--|-------------|------------------------|---|
| W I A. P C. D. LET . C. C. H.                   | Data Center Services -Application<br>ServersSection 6.5 | Server    | F: 1 41.6                  |  | \$ 1,018.12 |                        |   |
| Wintel Application Preprod/Test Servers - Small | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit | Hardware   | \$ 1,018.12 | \$ 366.5               |   |
|   |   |           |                            |  |             | \$ 300.3               |   |
|   |   |           |                            | Operating system license<br>Hardware Maintenance |             | \$                     |   |
|   |   |           |                            | Software maintenance                             |             | \$ 651.50              |   |
|   | Did i di i di ii  |           |                            | Software maintenance                             |             | \$ 031.3               |   |
| IDIN C. I                                       | Data Center Services -Application<br>ServersSection 6.5 | Server    | F 1 41 6                   |  | \$ 5,286.76 |                        |   |
| UNIX Servers - Large                            | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit | ** '   | \$ 3,280.76 |                        |   |
|   |   |           |                            | Hardware   |             | \$ 2,167.5             |   |
|   |   |           |                            | Operating system license                         |             | 5                      |   |
|   |   |           |                            | Hardware Maintenance                             |             | \$ 528.6<br>\$ 2,590.5 |   |
|   | B. G. a. b. b. B. d.                                    |           |                            | Software maintenance                             |             | \$ 2,590.5             |   |
|   | Data Center Services -Application                       | _         |                            |  |             |                        |   |
| UNIX Servers - Medium                           | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit |  | \$ 3,295.86 |                        |   |
|   |   |           |                            | Hardware   |             | \$ 1,516.0             | )   |
|   |   |           |                            | Operating system license                         |             | \$                     |   |
|   |   |           |                            | Hardware Maintenance                             |             | \$ 230.7               |   |
|   |   |           |                            | Software maintenance                             |             | \$ 1,549.0             |   |
|   | Data Center Services -Application                       |           |                            |  | 1.          |                        |   |
| UNIX Servers - Small                            | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit |  | \$ 2,154.96 |                        |   |
|   |   |           |                            | Hardware   |             | \$ 861.9               | 3   |
|   |   |           |                            | Operating system license                         |             | \$                     |   |
|   |   |           |                            | Hardware Maintenance                             |             | \$ 344.7               |   |
|   |   |           |                            | Software maintenance                             |             | \$ 948.1               | 3   |
|   | Data Center Services -Application                       |           |                            |  |             |                        |   |
| UNIX Servers Preprod/Test - Large               | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit |  | \$ 5,988.72 |                        |   |
|   |   |           |                            | Hardware   |             | \$ 3,054.2             | 4   |
|   |   |           |                            | Operating system license                         |             | \$                     |   |
|   |   |           |                            | Hardware Maintenance                             |             | \$ 598.8               |   |
|   |   |           |                            | Software maintenance                             |             | \$ 2,335.6             |   |
|   | Data Center Services -Application                       |           |                            |  |             |                        |   |
| UNIX Servers Preprod/Test - Medium              | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit |  | \$ 2,363.81 |                        |   |
| •   |   |           | •                          | Hardware   |             | \$ 1,181.9             |   |
|   |   |           |                            | Operating system license                         |             | \$                     |   |
|   |   |           |                            | Hardware Maintenance                             |             | \$ 165.4               | 7   |
|   |   |           |                            | Software maintenance                             |             | \$ 1,016.4             | 1   |
|   | Data Center Services -Application                       |           |                            |  |             |                        |   |
| UNIX Servers Preprod/Test - Small               | ServersSection 6.5                                      | Server    | Fixed monthly fee per unit |  | \$ 1,341.14 |                        |   |
| •   |   |           | 1 .                        | Hardware   |             | \$ 536.4               | 5   |
|   |   |           |                            | Operating system license                         |             | \$                     |   |
|   |   |           |                            | Hardware Maintenance                             |             | \$ 214.5               | 3   |
|   |   |           |                            | Software maintenance                             |             | \$ 590.1               |   |
|   | Data Center Services -Application                       |           |                            |  |             |                        |   |
| VM Guest  | ServersSection 6.5                                      | Per Guest | Fixed monthly fee per unit |  | 724.80      |                        |   |
|   | 755.550 955.550   |           | por unit                   | Hardware   | 7200        | \$                     | N/A   |
|   |   |           |                            | Hardware Maintenance                             |             | \$                     | N/A   |
|   |   |           |                            | VMware Software License                          |             | \$                     | VMware Software Licenses (Provided by County ELA)                                     |
|   |   |           |                            |  |             |                        | VMware vSphere and vCenter ongoing support - Includes setup and configuration         |
|   |   |           |                            |  |             |                        | management, applying patches from the vendor, administration, management for VM       |
|   |   |           |                            |  |             |                        | Guests and rebalancing of VM Guests across VM Hosts based on perfromance and          |
|   |   |           |                            | Ongoing Maintenance/support                      |             | \$ 353                 | 3 capacity feedback.  |
|   | +   |           | 1                          | - 6 6  |             | . 55.5.                |   |
|   |   |           |                            |  |             |                        | VMware LifeCycle Manager ongoing support - Includes OS software, support, setup       |
|   |   |           |                            |  |             |                        | and configuration management; Systems Administration; Applying patches from the       |
|   |   |           |                            |  |             |                        | vendor, Security Administration; Backup and restores of local disk (system            |
|   |   |           |                            | Other Maintenance/support                        |             | \$ 14.7                | 7 information only); and Perfromance and capacity monitoring.                         |
|   | +   |           |                            | Additional Services                              |             | \$ 14.7°<br>\$ 674.7°  | )   |
|   |   |           |                            | raditional Scivices                              |             | 9 074.7                | SYSTEMS DEPLOYMENT Systems Deployment Services include the start-up                   |
|   |   |           |                            |  |             |                        | activities necessary to support new or existing server environments, and includes,    |
|   |   |           |                            |  |             |                        | firewall configurations, presenting storage, OS Build, Utilities (antivirus, Opsware, |
|   | 1   |           |                            |  |             |                        | Monitoring), BUR configuration, integration/acceptance testing, and the establishmen  |
|   |   |           |                            |  |             |                        |   |
|   |   |           |                            |  |             |                        | of ongoing support services for base operating systems and virtual server images.     |

| performance monitoring and antiansparent, compiler appear, and or imagination and control includes secure for an include an imagination and the requirement and the representation and the requirement and the |      |                      |   |                     |          | SYSTEMS MANAGEMENT Systems Management ensures operational functionality of operating system software on managed servers. It detects, categorizes responds, restores, and documents image faults generated from fault monitoring alert or problem management notifications. The feature focuses on the well-being of the  |
|--|------|----------------------|---|---------------------|----------|--|
| appet, security sociation response and ands. Security similarius appeted are responsed and possible and supper securities appeted and possible and supper securities appeted and possible and supper securities and supper s |      |                      |   |                     |          | physical servers, host systems, and all virtual images. Support includes, incident and<br>performance monitoring and management, ongoing support, and vendor patch<br>management services.   |
| maching and escalating besting-related yourn problems, exquests, PROBLEMANIACEMENT Problem Management consists of identification, recording, cerestive action, note-cause analysis, per patterns of problems, and ministenance of problems, and ministenance of incident feeting and problems of the section free problems of the section of the section free problems of the section of the |      |                      |   |                     |          | SERVER SECURITY Server Security includes security administration, compliance support, security incident response and audit. Security administration and compliance support services provide the ongoing operational support for administration and compliance activities, including but not limited to managing and maintaining level of access for authorized administrators, coordinating vulnerability scanning, and supporting security software upgrades and refreshes. |
| destification recording corrective action, note came analysis, per agreement of problems, and maintenance of words it electronic productions are subsided based on several level prioritization.  CHANGE MANAGEMENT Elegations are subsided by the property level prioritization.  CHANGE MANAGEMENT Elegation of the property level prioritization.  CHANGE MANAGEMENT Elegation of the property and property priority and property planting, and scheduling of him software, and evidence and eviden |      |                      |   |                     |          | REQUEST MANAGEMENT Request Management provides the entry point for tracking and escalating hosting-related system problems, requests, and changes.   |
| methods for implementing changes. The change control procedure proper planning, analysing, communicating, and schedding for the surfaver, and environmental changes.  CLENT SUPPORT Client Support in trapposable for the seclaric of infrastructure, developing test plans, and coordinating the various associated with the implementation.  VIRTUAL SERVER SERVICES The feature provides ongoing singaport required environment.  VIRTUAL SERVER SERVICES The feature provides ongoing singaport required environment.  Proceedings of the implementation of virtual machines and ordinating of virtual machines and ordinating of virtual machines and virtual machines are given as a constraint of virtual machines and  |      |                      |   |                     |          |  |
| of infrastructure, developing test plans, and coordinating the various associated with the implementation.  VIRTUAL SERVER SERVICES. The feature provides ongoing images. This includes configuration and one going support required environment.  Initial set-up and configuration of VMWare software. Perform VMware manager as, managing virtual machine and virtual machine farms, image other functions available through the VMware VirtualCenter consorted and the provided of the control of the volume of the provided of the control of the volume of the provided o |      |                      |   |                     |          |  |
| mages. This includes configuration and on-going support required environment.  - Initial set-up and configuration of VMware agents across guest of Administration of VMware software. Perform VMware manager as, managing virtual machine farms, image mother functions available through the VMware Virtual Center corns of the Control of the  |      |                      |   |                     |          | of infrastructure, developing test plans, and coordinating the various technical teams   |
| Data Center Services - Application Servers-Section 6.5 Per ESX Host Fixed monthly fee per unit  Hardware  Operating System License Hardware  Operating System License Hardware Software Maintenance  Mogeding Maintenance  Mogeding Maintenance Support  Additional Services  Additional Services  FACILITIES MANAGEMENT Systems And auguent or C7000 enclosure used by HB L680c  FACILITIES MANAGEMENT Systems and loss blaid the build out and support of C7000 enclosure used by HB L680c  FACILITIES MANAGEMENT Systems and loss blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support services for base operating systems and host blaid the unique support of configurations, presenting and  |      |                      |   |                     |          |  |
| VM Host Servers—Section 6.5 Per ESX Host Fixed monthly fee per unit  Hardware    Hardware   Hardware, OS, Extended Warranty for 5 years and LAN within the   |      |                      |   |                     |          | <ul> <li>Initial set-up and configuration of varware agents across guest devices.</li> <li>Administration of VMWare software. Perform VMware management activities, suc as, managing virtual machines and virtual machine farms, image management, and other functions available through the VMware VirtualCenter console.</li> </ul>  |
| Hardware S 69.07  Operaing System License  Depraing System License  Windows Operating System License  Hardware Maintenance  S - Windows Operating System License Hardware Maintenance  S - Whardware Service Maintenance  S - Whare Software Licenses (Provided by County ELA)  Ongoing Maintenance's Upport  S - Whare Software Licenses (Provided by County ELA)  Ongoing Maintenance's S - Whare Software Licenses (Provided by County ELA)  Ongoing Maintenance's S - Whare Software Licenses (Provided by County ELA)  Ongoing Maintenance's S - Whare Software Licenses (Provided by County ELA)  S 1,010.36 SYSTEMS DEPLOYMENT Systems Deployment Services inclused visited services, or the provided service of the provided provided by County Elas (Opsware, Monitoring), DC integration's resenting storage, OS I (Opsware, Monitoring), DC integration'acceptance testing, and the ongoing support services for have grading systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating systems and adocuments in a for space, on the provided provided by County services.  SYSTEMS MANAGEMENT Systems Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating systems and documents in a functionality of operating systems and a for space, on the control of the  |      |                      |   |                     |          |  |
| Hardware    Mardware   S   669.07   to a Large Wintel server - currently a Dell R900/HP BL680c with 4  | Host | ServersSection 6.5 P | Per ESX Host Fixed monthly fee per unit | _                   | 1,679.43 | Hardware OS Extended Warranty for 5 years and I AN within the SMC Equivalent   |
| Hardware Maintenance  S - Hardware Service Maintenance  Software Maintenance  S - VMware Software Licenses (Provided by County ELA)  Ongoing Maintenance/support  S - VMware Software Licenses (Provided by County ELA)  VMware Software Licenses (Provided by County ELA)  Systems Deployment Services inclusion activities necessary to support new or reproduced in a configuration, switch port configurations, presenting storage, OS I (Opsware, Monitoring), DC integration/acceptance testing, and the ongoing support services for base operating systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating systems of surface and the organization of the provides of the p |      |                      |   | Hardware            | \$       | 669.07 to a Large Wintel server - currently a Dell R900/HP BL680c with 4 CPU - but with  |
| Software Maintenance  S - VMware Software Licenses (Provided by County ELA)  Ongoing Maintenance/Support  S - VMware Vsphere and Vcenter ongoing support (Alotted via VM Additional Services  S 1,010.36  SVSTEMS MANAGEMENT Systems Management provides environments of functionality of operating systems and nost build the build out and support services.  SYSTEMS MANAGEMENT Systems Management nesures oper functionality of operating systems and angement sures oper functionality of operating systems and angement nesures oper functionality of operating systems such angement nesures oper functionality of operating systems nestware on manage faults generated from faul  |      |                      |   |                     | \$       |  |
| Ongoing Maintenance/support  S - VMware vSphere and vCenter ongoing support (Allocated via VM Additional Services  S 1,010.36  SVSTEMS DEPLOYMENT Systems Deployment Reservices include activities necessary to support new or existing server environments procurement, initial server build, racking devices, cabling network configurations, switch port configurations, presenting storage, OS I (Opsware, Monitoring), DC integration/acceptance testing, and the ongoing support services for base operating systems and host build: the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionally of operating system software on managed servers. It does not not not appear to the proposed, restores, and documents image faults generated from fault responds, restores, and documents image faults generated from fault  |      |                      |   |                     | \$       |  |
| Additional Services  \$ 1,010.36 SYSTEMS DEPLOYMENT Systems Deployment Services inclus activities necessary to support new or existing server environments procurement, initial server build, rackbling network configurations, switch port configurations, presenting storage, OS I (Opsware, Monitoring), DC integration/acceptance testing, and the ongoing support services for base operating systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functional systems systems system some and ocuments image faults generated from faul eresponds, restores, and documents image faults generated from faul  |      |                      |   |                     | \$       |  |
| activities necessary to support new or existing server environments procurement, initial server build, racking devices, cabling network configuration, presenting storage, OS I (Opsware, Monitoring), DC integration/acceptance testing, and the ongoing support services for base operating systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating system software on managed servers. It depends not the property of the proper |      |                      |   |                     | \$       |  |
| procurement, initial server build, racking devices, cabling network configurations, switch port, Determing to the configurations, switch port of Configurations, switch port of Configurations, switch port of Configurations, severating and the dongoing support services for base operating systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper fluture of the properties gystem software on managed servers. It depends and documents image faults generated from faul   |      |                      |   | Additional Services | \$ 1,0   |  |
| configurations, switch port configurations, presenting storage, OS I (Opsware, Monitoring), DC integration/acceptance testing, and the understored by the storage support services for base grating systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functional gystem system systems was managed servers. It d responds, restores, and documents image faults generated from faul  |      |                      |   |                     |          |  |
| (Opsware, Monitoring), DC integration/acceptance testing, and the ongoing support services for base operating systems and host builds the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating system software on managed servers. It deresponds, restores, and documents image faults generated from faul  |      |                      |   |                     |          |  |
| ongoing support services for base operating systems and host build the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating system software on managed servers. It desponds, restores, and documents image faults generated from faul   |      |                      |   |                     |          | (Opsware, Monitoring), DC integration/acceptance testing, and the establishment of   |
| the build out and support of C7000 enclosure used by HP BL680c.  FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensures oper functional system software on managed servers. It deresponds, restores, and documents image faults generated from faul  |      |                      |   |                     |          | ongoing support services for base operating systems and host builds. This includes   |
| FACILITIES MANAGEMENT Facilities Management provides environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEMS MANAGEMENT Systems Management ensuires oper function for the following system systems was on managed servers. It depends to the following systems of the following systems o |      |                      |   |                     |          |  |
| environmental systems such as floor space, power, racks, cooling, a security services.  SYSTEM ANAGEMENT Systems Management ensures oper functionality of operating system software on managed servers. It desponds, restores, and documents image faults generated from faul  |      |                      |   |                     |          |  |
| security services.  SYSTEMS Management ensures oper future of the properties of the  |      |                      |   |                     |          | FACILITIES MANAGEMENT Facilities Management provides you with  |
| SYSTEMS MANAGEMENT Systems Management ensures oper functionality of operating system software on managed servers. It d responds, restores, and documents image faults generated from faul  |      |                      |   |                     |          | environmental systems such as floor space, power, racks, cooling, and physical   |
| functionality of operating system software on managed servers. It d responds, restores, and documents image faults generated from faul   |      |                      |   | _                   |          |  |
| responds, restores, and documents image faults generated from faul   |      |                      |   |                     |          |  |
|  |      |                      |   |                     |          | functionality of operating system software on managed servers. It detects, categorizes   |
|  |      |                      |   |                     |          | responds, restores, and documents image faults generated from fault monitoring alerts<br>or problem management notifications. The feature focuses on the well-being of the   |
|  |      |                      |   |                     |          | or problem management notifications. The feature focuses on the well-being of the physical host servers. Support includes, incident and performance monitoring and   |
|  |      |                      |   |                     |          | management, ongoing support, and vendor patch management services.   |
| ageneed, organie support, and ventor paten management see a  |      |                      |   |                     |          | garage appears and patent management out recon   |

SERVER SECURITY Security administration and compliance support services provide the ongoing operational support for administration and compliance activities, including but not limited to managing and maintaining level of access for authorized administrators, coordinating vulnerability scanning, and supporting security software upgrades and refreshes.

REQUEST MANAGEMENT Request Management is the service provided for the administration of tasks into the leveraged delivery towers supporting the server infrastructure. Request Management is the activity associated with the tracking and escalating hosting-related system problems, requests, and changes.

PROBLEM MANAGEMENT Perform tasks required to support the problem management process and required deliverables. This includes tasks such as assessing incidents and identifying root cause or commonality across incidents that may be addressed through corrective action. Providing the required research to populate Roor Cause Analysys forms and attending required review session.

CHANGE MANAGEMENT Perform tasks required to support the change management process and required deliverables. This includes tasks such as populating assessing the impact of a change request, submitting Request for Change (RFC) forms, reviewing RFC's as part of the chain of approvals, attending CRCB to represent change.

CLIENT SUPPORT Client Support is responsible for the technical implementation of infrastructure, developing test plans, and coordinating the various technical teams associated with the implementation.

VIRTUAL SERVER SERVICES The feature provides ongoing support for host images. This includes configuration and on-going support required of the virtualized environment.

Initial set-up and configuration of VMWare agents on host devices.

Applying VMWare patches to host platform

|                           | Date Control Committee E Mail C                         |                     |                            | T  | 1        |    |              |
|---------------------------|---|---------------------|----------------------------|--|----------|----|--------------|
| EW 30                     | Data Center Services - E-Mail Services-                 | A                   | F2 1 41 6 '                |  | \$ 10.92 |    |              |
| E-Mail Services           | Section 6.7   | Account             | Fixed monthly fee per unit | Hardware                                     | \$ 10.92 |    | 100          |
|                           |   |                     |                            |  |          | \$ | 1.86         |
|                           |   |                     |                            | Operating system license                     |          | \$ | - 0.74       |
|                           |   |                     |                            | Hardware Maintenance<br>Software maintenance |          | \$ | 0.76<br>8.30 |
|                           | B . C . C . C . C . C .                                 |                     |                            | Software maintenance                         |          | 3  | 8.30         |
| Dien at Le                | Data Center Services - Storage Services<br>-Section 6.8 | T - 11 10' 1 -      |                            |  | 6 7.10   |    |              |
| DASD (Mainframe) Storage  | -Section 6.8  | Installed Gigabytes | Fixed monthly fee per unit | Hardware                                     | \$ 7.12  |    | 2.05         |
|                           |   |                     |                            |  |          | \$ | 2.85         |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | 4.27         |
|                           | B . C . C . C . C . C .                                 |                     |                            | Software maintenance                         |          | 3  | 4.27         |
| num mnavuv                | Data Center Services - Storage Services                 |                     |                            |  |          |    |              |
| DASD (DEC VAX) Storage    | -Section 6.8  | Installed Gigabytes | Fixed monthly fee per unit | ** 1   | \$ 0.26  |    |              |
|                           |   |                     |                            | Hardware                                     |          | \$ | -            |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | - 0.04       |
|                           |   |                     |                            | Software maintenance                         |          | \$ | 0.26         |
|                           | Data Center Services - Storage Services                 |                     |                            |  |          |    |              |
| DASD (AS/400) Storage     | -Section 6.8  | Installed Gigabytes | Fixed monthly fee per unit |  | \$ 0.74  |    |              |
|                           |   |                     |                            | Hardware                                     |          | \$ | -            |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | -            |
|                           |   |                     |                            | Software maintenance                         |          | \$ | 0.74         |
|                           | Data Center Services - Storage Services                 |                     |                            |  |          |    |              |
| DASD (Wintel) Storage     | -Section 6.8  | Installed Gigabytes | Fixed monthly fee per unit |  | \$ 4.54  |    |              |
|                           |   |                     |                            | Hardware                                     |          | \$ | 1.68         |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | -            |
|                           |   |                     |                            | Software maintenance                         |          | \$ | 2.86         |
|                           | Data Center Services - Storage Services                 |                     |                            |  |          |    |              |
| DASD (Unix) Storage       | -Section 6.8  | Installed Gigabytes | Fixed monthly fee per unit |  | \$ 5.20  |    |              |
|                           |   |                     |                            | Hardware                                     |          | \$ | 1.93         |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | -            |
|                           |   |                     |                            | Software maintenance                         |          | \$ | 3.28         |
|                           | Data Center Services - Storage Services                 |                     |                            |  |          |    |              |
| DASD (VMS) Storage        | -Section 6.8  | Installed Gigabytes | Fixed monthly fee per unit |  | \$ 4.53  |    |              |
|                           |   |                     |                            | Hardware                                     |          | \$ | 1.68         |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | -            |
|                           |   |                     |                            | Software maintenance                         |          | \$ | 2.86         |
|                           |   | <u> </u>            |                            |  |          | \$ | -            |
|                           | Data Center Services - Storage Services                 | <u> </u>            |                            |  |          |    |              |
| Installed Level 1 Storage | -Section 6.8  | Installed Gigabyte  | Fixed monthly fee per unit |  | \$ 4.38  |    |              |
|                           |   |                     |                            | Hardware                                     |          | \$ | 0.83         |
|                           |   |                     |                            | Operating system license                     |          | \$ | -            |
|                           |   |                     |                            | Hardware Maintenance                         |          | \$ | -            |
|                           |   |                     |                            | Software maintenance                         |          | \$ | 3.55         |
|                           | -   |                     |                            |  |          |    | •            |

|   | Data Center Services - Storage Services          |                     |                             |   |  |
|---|--|---------------------|-----------------------------|---|--|
| Installed Level 2 Storage                             | -Section 6.8                                     | Installed Gigabyte  | Fixed monthly fee per unit  |   | \$ 4.08  |
|   |  |                     |                             | Hardware  | \$ 1.55  |
|   |  |                     |                             | Operating system license  | \$ -   |
|   |  |                     |                             | Hardware Maintenance  | S -  |
|   |  |                     |                             | Software maintenance  | \$ 2.53  |
|   | Data Center Services - Storage Services          |                     |                             |   |  |
| Immutable Storage                                     | -Section 6.8                                     | Month               | Fixed monthly fee per unit  |   | \$ 35,990.37   |
|   |  |                     |                             | Hardware and Maintenance  | \$ 9,357.50  |
|   |  |                     |                             | Software and Maintenance  | \$ 13,316.44   |
|   |  |                     |                             | Network Replication   | \$ 2,159.42  |
|   |  |                     |                             | Third Party Services  | \$ 1,079.71  |
|   |  |                     |                             | Service Line Support (leveraged service)                              | \$ 10,077.30   |
|   | Data Center Services - Storage Services          |                     |                             |   | \$ 2.79  |
| Tier III Storage                                      | -Section 6.8                                     | Installed Gigabytes | Fixed monthly fee per unit  |   |  |
|   |  |                     |                             | Hardware  | \$ 1.06  |
|   |  |                     |                             | Operating system license  | n/a  |
|   |  |                     |                             | Hardware Maintenance  | n/a  |
|   | <del> </del>                                     |                     | <del> </del>                | Operations and Support Services                                       | \$ 1.73  |
|   | +  |                     | Fired models on to 1 400    |   |  |
|   | A Cotomor Somion St. d. 610                      | Monda               | Fixed monthly, up to 1,400  |   | ¢10 102 75   |
| Access Gateway Services                               | Access Gateway ServicesSection 6.10              | Month               | concurrent users            | Citair Imalt-:  | \$12,133.75  |
|   |  |                     |                             | Citrix Implementation   | \$ 606.25 solution will support up to 1400 concurrent users  |
|   |  |                     |                             | Hadana and M. C.  | Per Anasazi-provided Architectural design. Hardware, no refresh included,  |
|   | +  |                     | <del> </del>                | Hardware and Maintenance<br>Software and Maintenance                  | \$ 3,566.06 maintenance covered for Contract Term, and LAN within the data center \$ 353.94 F5 load balancer BIG-IP add-on: SSL license (1000TPS). |
|   |  |                     |                             | Software and Maintenance  | ` /  |
|   |  |                     |                             |   | EDS proprietary and vendor tools and support, including: Anasazi Vlan, separate  |
|   |  |                     |                             |   | firewalls, hardware/software configuration management, systems administration for  |
|   |  |                     |                             | 0 4 1 10 40 4   | applying patches from vendors, back-up/restore, facilities and power, and basic  |
| 055 0 1 1 0 1 (000) 0 2500                            | 6.1  | per user            | \$7.75                      | Operational and Support Service                                       | \$ 7,607.50 systems monitoring.  |
| Office Communication Services (OCS) - 0 to 2500 users | 0.1  | per user            | \$7.75                      | 77 1  |  |
|   |  |                     |                             | Hardware  | \$ 1.51<br>\$ 2.36   |
|   |  |                     |                             | Hardware Support - Data Center<br>Software and End-User Support - OCS | \$ 3.88  |
|   |  |                     |                             | Software and End-Oser Support - OCS                                   | \$ 3.88  |
| Initial OCS Set-up                                    |  |                     | \$79,170.00                 |   | \$ 79,170.00   |
| imital OCS Set-up                                     | Cross Functional Services - Security             |                     | \$79,170.00                 |   | 3 79,170.00  |
| Security Management                                   | Management Services - Section 7.3                | Month               | Fixed monthly fee per unit  |   | \$ 41,421.14   |
| Security Management                                   | Management ServicesSection 7.5                   | MOIIII              | Fixed monthly fee per unit  | Help Desk Services  | \$ 2,071.06  |
|   |  |                     |                             | Applications Services   | \$ 9.526.86  |
|   |  |                     |                             | Desktop Services  | \$ 7,870.02  |
|   |  |                     |                             | Network Services  | \$ 12,840.55   |
|   |  |                     |                             | Data Center Services  | \$ 9,112.65  |
|   | Cross Functional Services - Billing              |                     |                             | Data Center Services  | φ 7,112.00   |
| Billing Management                                    | Management Services - Section 7.4                | Month               | Fixed monthly fee per unit  |   | \$ 49,216.11   |
| Simily Management                                     | anagement bet vicessection 7.4                   | 141/11111           | . Inca monany ice per dilit | Help Desk Services  | \$ 2,460.81  |
|   | +  |                     |                             | Applications Services   | \$ 11,319.71   |
|   | 1  |                     |                             | Desktop Services  | \$ 9,351.06  |
|   | +  |                     |                             | Network Services  | \$ 15,256.99   |
|   | <del> </del>                                     |                     | <u> </u>                    | Data Center Services  | \$ 10,827.54   |
|   | Cross Functional Services - Asset                |                     |                             |   | 10,027.01  |
| Asset Management                                      | Management Services - Asset                      | Month               | Fixed monthly fee per unit  |   | \$ 94,047.00   |
|   |  |                     | - med monday ree per difft  | Help Desk Services  | \$ 4,702.35  |
|   | <del> </del>                                     |                     |                             | Applications Services   | \$ 21,630.81   |
|   | <del>                                     </del> |                     |                             | Desktop Services  | \$ 17,868.93   |
|   |  |                     |                             | Network Services  | \$ 29,154.57   |
|   |  |                     |                             | Data Center Services  | \$ 20,690.34   |
|   | <del> </del>                                     |                     |                             |   | 4 20,0701.   |
|   | Cross Functional Services - Contract             |                     |                             |   |  |
| Contract Management                                   | Management Services - Section 7.6                | Month               | Fixed monthly fee per unit  |   | \$ 146,702.12  |
|   |  |                     | - med monday ree per difft  | Help Desk Services  | \$ 7,335.11  |
|   | <del> </del>                                     |                     |                             | Applications Services   | \$ 33,741.49   |
|   | 1  |                     |                             | Desktop Services  | \$ 27,873.40   |
|   | +  |                     |                             | Network Services  | \$ 45,477.66   |
|   | <del> </del>                                     |                     | <u> </u>                    | Data Center Services  | \$ 32.274.47   |
|   |  |                     |                             |   |  |

|                    | Cross Functional Services - Reporting |       |                            |                       |         |       |           |  |
|--------------------|---------------------------------------|-------|----------------------------|-----------------------|---------|-------|-----------|--|
| Reporting Services | ServicesSection 7.7                   | Month | Fixed monthly fee per unit |                       | \$ 49,1 | 30.63 |           |  |
|                    |                                       |       |                            | Help Desk Services    |         | \$    | 2,456.53  |  |
|                    |                                       |       |                            | Applications Services |         | \$    | 11,300.05 |  |
|                    |                                       |       |                            | Desktop Services      |         | \$    | 9,334.82  |  |
|                    |                                       |       |                            | Network Services      |         | \$    | 15,230.50 |  |
|                    |                                       |       |                            | Data Center Services  |         | \$    | 10,808.74 |  |
|                    | Cross Functional Services - Disaster  |       |                            |                       |         |       |           |  |
| Disaster Recovery  | Recovery ServicesSection 7.8          | Month | Fixed monthly fee per unit |                       | \$ 19,4 | 98.18 |           |  |
|                    |                                       |       |                            | Help Desk Services    |         | \$    | 974.91    |  |
|                    |                                       |       |                            | Applications Services |         | \$    | 4,484.58  |  |
|                    |                                       |       |                            | Desktop Services      |         | \$    | 3,704.65  |  |
|                    |                                       |       |                            | Network Services      |         | \$    | 6,044.44  |  |
| _                  |                                       | •     |                            | Data Center Services  |         | \$    | 4,289.60  |  |

|                                       | Cross Functional Services- Workflow               |           |                             |                       |                           |
|---------------------------------------|---|-----------|-----------------------------|-----------------------|---------------------------|
| Workflow Services                     | ServicesSection 7.9                               | Month     | Fixed monthly fee per unit  |                       | \$ 11,752.43              |
| Workflow Services                     | Scrvices-Section 7.9                              | Month     | 1-1xed monthly fee per unit | Help Desk Services    | \$ 587.62                 |
|                                       |   |           |                             | Applications Services | \$ 2,703.06               |
|                                       |   |           |                             | Desktop Services      | \$ 2,232.96               |
|                                       |   |           |                             | Network Services      | \$ 3,643.25               |
|                                       |   |           | +                           | Data Center Services  | \$ 2,585,54               |
|                                       | Cross Functional Services- Capacity and           |           |                             | Data Center Services  | φ Z <sub>1</sub> ,00,3,3+ |
|                                       | Performance Management Services-                  |           |                             |                       |                           |
| Capacity and Performance Management   | Section 7.10                                      | Month     | Fixed monthly fee per unit  |                       | \$ 30,880.67              |
|                                       | Section 7.10                                      | Month     | rixed monthly fee per unit  | Help Desk Services    | \$ 30,880.67              |
|                                       |   |           |                             | Applications Services | \$ 1,344.03               |
|                                       |   |           |                             | Desktop Services      | \$ 5,867.33               |
|                                       |   |           |                             |                       |                           |
|                                       |   |           |                             | Network Services      | \$ 9,573.01               |
|                                       |   |           |                             | Data Center Services  | \$ 6,793.75               |
|                                       | Cross Functional Services -                       |           | ĺ                           |                       |                           |
|                                       | Configuration Management Services                 | 3.6 .4    |                             |                       | 6 10 401 23               |
| Configuration Management              | Section 7.11                                      | Month     | Fixed monthly fee per unit  | 77.1.7.1.0.1          | \$ 18,481.33              |
|                                       |   |           |                             | Help Desk Services    | \$ 924.07                 |
|                                       |   |           |                             | Applications Services | \$ 4,250.71               |
|                                       |   |           |                             | Desktop Services      | \$ 3,511.45               |
|                                       |   |           |                             | Network Services      | \$ 5,729.21               |
|                                       |   |           |                             | Data Center Services  | \$ 4,065.89               |
|                                       |   |           |                             |                       |                           |
|                                       | Cross Functional Services - Account               |           |                             |                       |                           |
| Account Management                    | Management ServicesSection 7.12                   | Month     | Fixed monthly fee per unit  |                       | \$ 26,215.38              |
|                                       |   |           |                             | Help Desk Services    | \$ 1,310.77               |
|                                       |   |           |                             | Applications Services | \$ 6,029.54               |
|                                       |   |           |                             | Desktop Services      | \$ 4,980.92               |
|                                       |   |           |                             | Network Services      | \$ 8,126.77               |
|                                       |   |           |                             | Data Center Services  | \$ 5,767.38               |
|                                       | Cross Functional Services - Project               |           |                             |                       |                           |
| Project Management                    | Management ServicesSection 7.13                   | Month     | Fixed monthly fee per unit  |                       | \$ 81,736.23              |
|                                       |   |           |                             | Help Desk Services    | \$ 4,086.81               |
|                                       |   |           |                             | Applications Services | \$ 18,799.33              |
|                                       |   |           |                             | Desktop Services      | \$ 15.529.88              |
|                                       |   |           |                             | Network Services      | \$ 25,338.23              |
|                                       |   |           |                             | Data Center Services  | \$ 17,981.97              |
|                                       | Cross Functional Services - Quality               |           |                             |                       |                           |
| Quality Assurance                     | Assurance ServicesSection 7.14                    | Month     | Fixed monthly fee per unit  |                       | \$ 46,182.78              |
|                                       |   |           | - man manny see per min     | Help Desk Services    | \$ 2,309.14               |
|                                       |   |           |                             | Applications Services | \$ 10,622.04              |
|                                       |   |           |                             | Desktop Services      | \$ 8.774.73               |
|                                       | <del>                                     </del>  |           | 1                           | Network Services      | \$ 14,316.66              |
|                                       | <del>                                      </del> |           | +                           | Data Center Services  | \$ 10,160.21              |
|                                       | Cross Functional Services - Transition            |           | 1                           | Data Center Services  | 9 10,100.21               |
| Transition Corrigon Halp Dook Corries | ServicesSection 7.15                              | Milestone | Fixed fee per unit          |                       | \$ 1,100,797.08           |
| Transition ServicesHelp Desk Services | Services-Section 7.13                             | MINESTORE | rixed fee per unit          | Hardware              | \$ -                      |
|                                       |   |           | +                           |                       | \$ -                      |
|                                       |   |           |                             | Software<br>Labor     |                           |
|                                       |   |           | 1                           | Lador                 | \$ 1,100,797.08           |

|   | Cross Functional Services - Transition |           |                    |          |                 |                 |  |
|---|--|-----------|--------------------|----------|-----------------|-----------------|--|
| Transition Services—Applications Services | ServicesSection 7.15                   | Milestone | Fixed fee per unit |          | \$ 2,799,175.04 |                 |  |
|   |  |           |                    | Hardware |                 | \$ -            |  |
|   |  |           |                    | Software |                 | \$ -            |  |
|   |  |           |                    | Labor    |                 | \$ 2,799,175.04 |  |
|   | Cross Functional Services - Transition |           |                    |          |                 |                 |  |
| Transition Services—Desktop Services      | ServicesSection 7.15                   | Milestone | Fixed fee per unit |          | \$ 1,209,194.86 |                 |  |
|   |  |           |                    | Hardware |                 | \$ 12,086.75    |  |
|   |  |           |                    | Software |                 | \$ 21,756.16    |  |
|   |  |           |                    | Labor    |                 | \$ 1,175,351.95 |  |
|   | Cross Functional Services - Transition |           |                    |          |                 |                 |  |
| Transition Services—Network Services      | ServicesSection 7.15                   | Milestone | Fixed fee per unit |          | \$ 905,641.03   |                 |  |
|   |  |           |                    | Hardware |                 | \$ 7,365.31     |  |
|   |  |           |                    | Software |                 | \$ -            |  |
|   |  |           |                    | Labor    |                 | \$ 898,275.72   |  |
|   | Cross Functional Services - Transition |           |                    |          |                 |                 |  |
| Transition ServicesData Center            | ServicesSection 7.15                   | Milestone | Fixed fee per unit |          | \$ 4,360,829.48 |                 |  |
|   |  |           |                    | Hardware |                 | \$ 518,966.56   |  |
|   |  |           |                    | Software |                 | \$ -            |  |
|   |  |           |                    | Labor    |                 | \$ 3,841,862.92 |  |

<sup>\*\*</sup>Note: Column B (Schedule 4.3 Reference/Component) includes the Section reference for the specific requirements for this particular Resource Unit but it still includes all general requirements applicable to such Resource Unit in the higher levels of the obligations hierarchy as described in Section 1.3.8 of Schedule 4.3. For example, the Resource Unit for Standard PC includes not only the responsibilities as stated in Section 4.4 of the Desktop Services Section of Schedule 4.3, but also the responsibilities in Sections 4.1 through 4.3 of the Desktop Services Section, as well as the responsibilities and requirements in Section 1 of Schedule 4.3.

**End of Exhibit** 

<sup>\*\*\*</sup>Note: The mainframe resource unit volumes are based on the R24 CPUs